



Your Rights and Responsibilities

AT TBYS, you have the right to:

- Be treated with respect
- Be provided with information about services available at TBYS
- Make informed choices and be involved in decision making
- Have your privacy respected, unless we need to share your information by law or there are safety concerns
- Have access to services and not be denied based on cultural background, gender, sexuality, pregnancy, religion, political affiliation, employment status or lifestyle choices
- Make a complaint without fear of losing access to services
- Involve an advocate
- Access an interpreter
- Withdraw from our services at any time without feeling like you can't come back
- Be treated fairly by our service

You have the responsibility to:

- Treat everyone with respect
- Follow safety rules and not put anyone at risk through your own actions
- Be conscious of the information you're providing and think about what you are sharing
- Respect the privacy and confidentiality of other people
- Be honest

Your Privacy

We will:

- Protect your privacy
- Collect your personal information to provide you with the right support
- Respect that your information belongs to you and is confidential

We Won't:

- Release your information unless you give us permission
- **EXCEPT** if we believe, or you tell us, that you or someone else is at risk of harm

You Can:

- Request access to the information on your record
- Give us your feedback or complaints, direct to your worker or Program Manager
- Contact Consumer Affairs or Ombudsman if you are not happy with our response

All information collected is treated confidentially. We only collect information that is needed to help support you.

Your Privacy & Confidentiality are protected under the Privacy & Data Protection Act 2014 (Vic), The Health Records Act 2012 and the Child, Youth & Families Act 2005 (Vic).

ombudsman
VICTORIAN

1300 558 181

CONSUMER
AFFAIRS VICTORIA

1800 806 314

The Bridge Youth Service is a free, friendly and confidential service for young people aged 12 - 25



We respect your right to make a complaint. If things are not going how you would like, talk to your Worker or ask to speak to a Program Manager

